

Medical Affairs: Nurse Navigation and Patient Destination

Wake County EMS Peer Review 5.15.25



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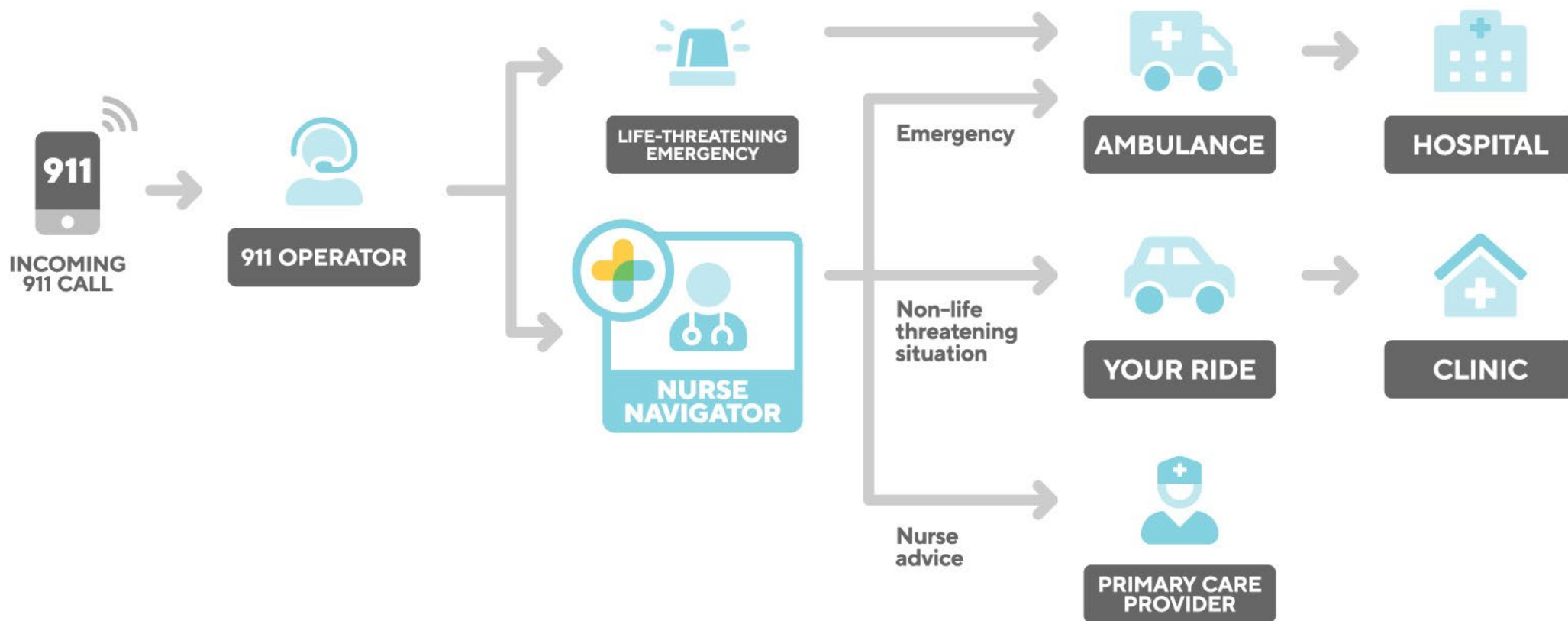
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- Nurse Navigation Update
- Patient Destinations/Patient Choice
 - Triage and Destination plans



How it works

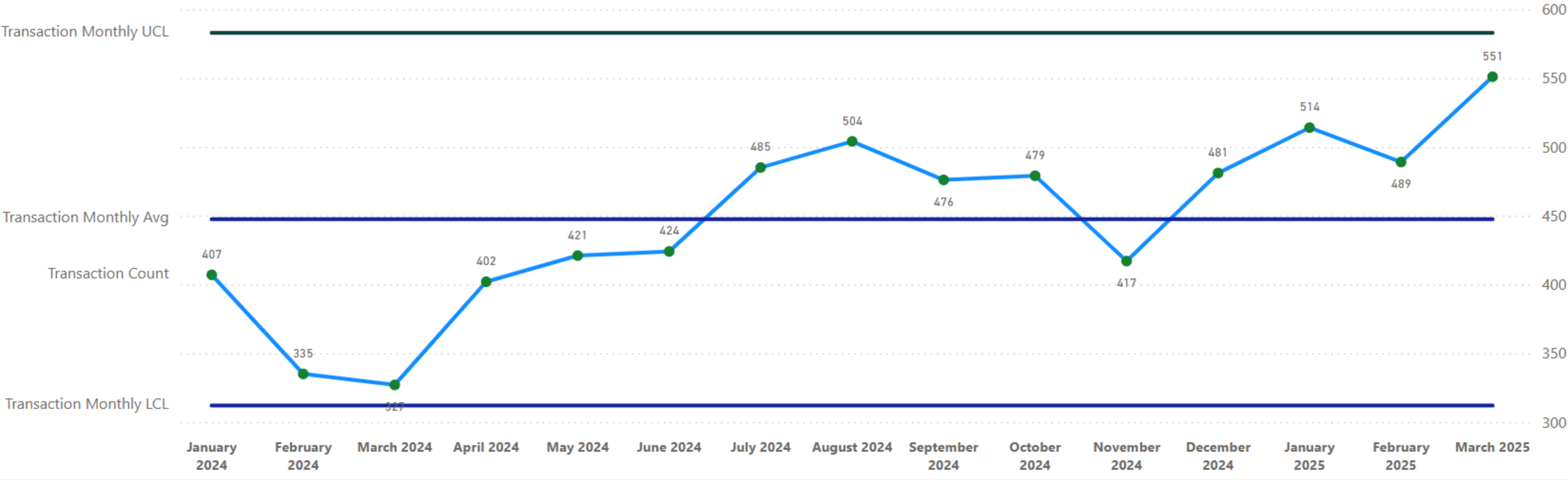
NURSE
NAVIGATION
PROGRAM



Monthly Call Volume

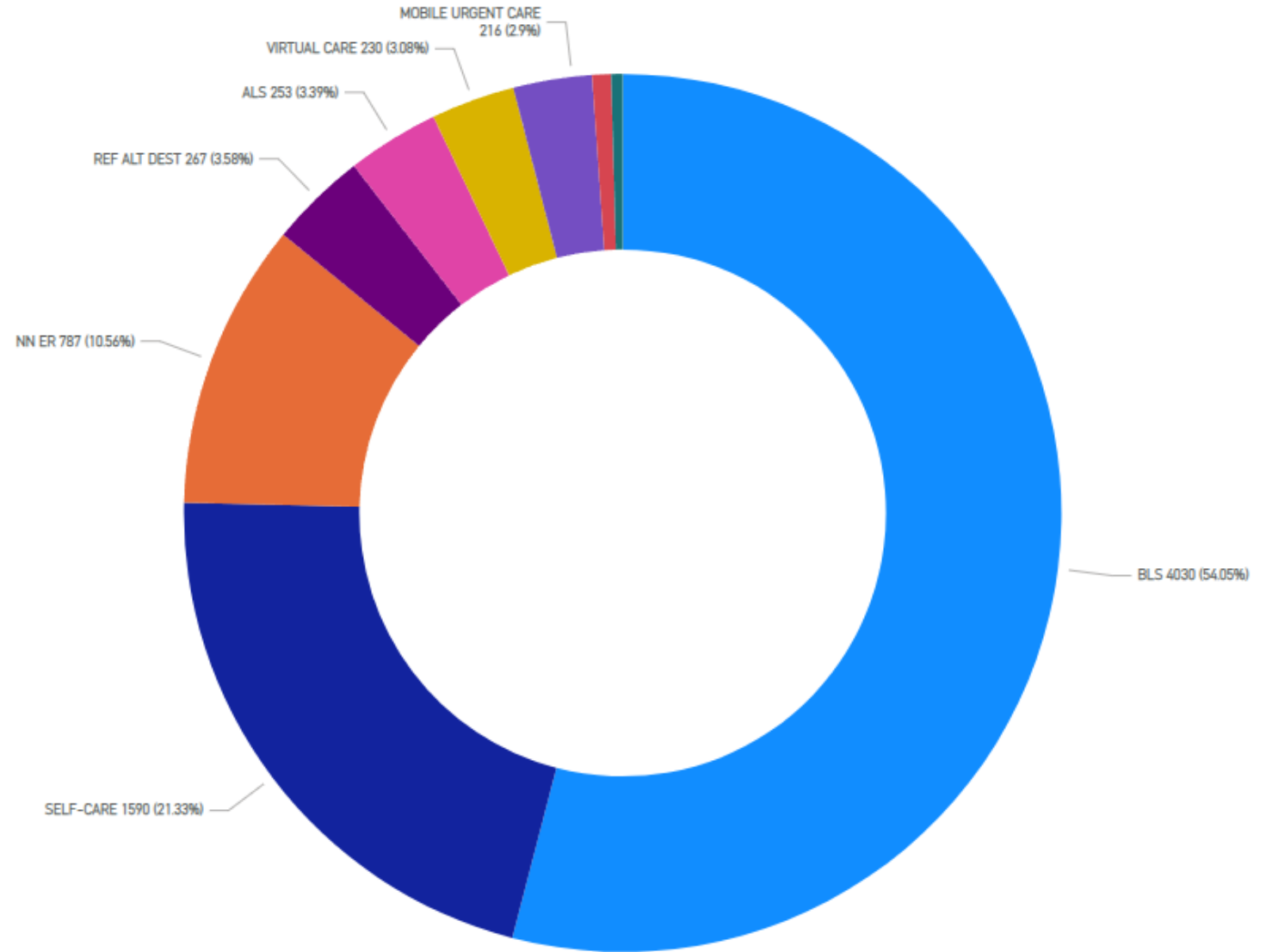
Rolling 12 months

Transaction Monthly Control Chart Breakout



NNL 2024-present

- EMS – BLS (ALS)
- Self-Care
- NN to ER
- Alternative Destination
- Virtual Care/TeleMed
- Mobile Urgent Care



Referral Destinations 2024-present

Referral Destination	Referral Count		
⊕ WakeMed Raleigh Campus	279	⊕ UNC Urgent Care - Knightdale	5
⊕ TelePhysician - Rely MD	235	⊕ WakeMed - Kildaire	5
⊕ DispatchHealth Urgent Medical Care Raleigh-Durham	219	⊕ Duke Regional Hospital	4
⊕ Duke Health Raleigh Hospital	144	⊕ FQHC Advance Health Apex	4
⊕ Rex Hospital	140	⊕ UNC UC - Park West Village	4
⊕ Patient Choice Hospital (Unlisted)	111	⊕ UNC Urgent Care - Wakefield	4
⊕ WakeMed Cary Hospital	77	⊕ WakeMed MyCare 365 - Raleigh Glenwood Ave	4
⊕ Patient Choice Clinic (Unlisted)	39	⊕ WakeMed MyCare 365 - Wake Forest	4
⊕ FQHC Advance Health Raleigh	24	⊕ UNC UC - Garner	3
⊕ UNC Urgent Care - Midtown Raleigh	22	⊕ UNC Urgent Care - Fuquay - Varina	3
⊕ WakeMed - Oberlin	16	⊕ UNC Urgent Care - Holly Springs	3
⊕ Alliance Health - Crisis Connections	15	⊕ WakeMed MyCare 365 UC - Wake Forest	3
⊕ WakeMed UC- Oberlin	12	⊕ FQHC Alliance Medical Ministry	2
⊕ UNC UC - Midtown Raleigh	11	⊕ UNC Urgent Care - Cary	2
⊕ UNC Urgent Care - Raleigh	11	⊕ UNC Urgent Care - Park West Village	2
⊕ WakeMed UC- Forestville Crossing	10	⊕ WakeMed - Fuquay-Varina	2
⊕ WakeMed MyCare 365 - Raleigh Fayetteville Rd	9	⊕ WakeMed MyCare 365 - Clayton	2
⊕ Duke University Hospital	8	⊕ Hope Center for Youth and Families BH UC	1
⊕ NeighborHealth Center (FQHC)	8	⊕ UNC UC - Apex	1
⊕ University of NC Hospital	8	⊕ UNC UC - Beaver Creek Commons	1
⊕ WakeMed - Forestville Crossing	7	⊕ UNC UC - Fuquay - Varina	1
⊕ UNC UC - Knightdale	6	⊕ UNC UC - Wakefield	1
⊕ UNC UC - Raleigh	6	⊕ UNC Urgent Care - Apex	1
⊕ UNC Urgent Care - Garner	6	⊕ WakeMed MyCare 365 UC - Clayton	1
⊕ WakeMed - Garner	6	⊕ WakeMed MyCare 365 UC- Glenwood	1
⊕ WakeMed UC - Garner	6	⊕ WakeMed MyCare 365 UC - Zebulon	1
		Total	1,500

- Hospital EDs
- FQHCs
- Urgent Cares
- Alternative Destinations
 - Alliance
 - Hope Center

NNL Summary

- The program is ongoing and calls processed by NNL are increasing
- There are opportunities to increase calls sent to NNL, increase EMS “field referrals” and increase utilization of alternative destinations versus patients going to the ED.
- Help us help you. 😊 ENCOURAGE primary cares and urgent cares in your health systems to evaluate and dispo appropriate patients (and receive NNL referrals) versus the “send to ED easy button”

Wake EMS Patient Destinations Workgroup

- Call volume growth presents challenges
- “Patient Choice” is important, within health systems
 - EMS is not a Taxi
 - Diversion Challenges
- Triage and Destination Plan Review
- Technology Opportunity: Handtevy
- **VOLUNTEERS??**

